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ETHICS IN QUALITATIVE STUDY IN SOCIAL WORK: SYSTEMATIC REVIEW

Abstract. For most of the research process, participants of humans are essential. When a human is participating in research, the main person who handles the study or the person managing the investigation is responsible for protecting the rights of those participants. By following standard ethical guidelines, a researcher can protect the rights of those participants. Voluntary Participation and Informed Consent, Anonymity and Confidentiality, Communication done through telephones, Session Implementation and Triangulation of the Environment for interviews, Analysis of data and distribution of the results, Obstacles of a Cultural and Linguistic Nature and Managing and Handling Anxiety During an Interview is the elements which have been considered in this paper. This study investigated entirely based on secondary index journal articles adopted a systematic review as a method. Moreover, when a researcher joins people from diverse cultures in the interview process, it is essential to enhance their awareness of those cultures and build flexibility within the review process. This study contributes to social science and remarkable Social work linked qualitative inquiry to provide a good data collection process to find new insights.

Keywords: ethics; qualitative study; social work interview; research; environment.

Introduction

In every research project, the protection of human participants via applying acceptable ethical standards is critical (Orb, 2001). Due to the depth nature of the research study process, ethical concerns have a particular resonance in qualitative research. When doing an interview that will be conducted face to face for the vulnerable set of participants, ethical concerns become even more critical. They may get anxious when expressing their emotions throughout the interview process. Existing ethical advice for qualitative research typically focuses on broad principles rather than applying them, which is especially important when interviewing new public sector employees with the comfortable zone (King, 2018). The purpose of this article is to share my own experience doing an interview conducted face-to-face for individuals with Employees who have worked in the public sector. This research considers six major ethical concerns, which are described below.

Voluntary Participation and Informed Consent

Consent must be freely granted (voluntary), people must comprehend what is being requested of them, and all parties participating should consent (Kılınç, 2017). This implies that to engage in a research study, participants must be adequately informed about the research, understand the material, and have the power of choice to decide whether to participate (Marzano, 2007). Only after a comprehensive description of the research procedure was the participant's consent to participate in this study gained. All participants had to sign a signed informed consent form. Individually, prospective volunteers were contacted and explained the study's aim and data collecting procedure.

They were given enough opportunities to ask questions and voice any concerns. They were informed that since their involvement in the research was optional, declining to join or withdrawing from it while it was ongoing would have no impact on their personal life or career in the future. A patient/participant information leaflet or notebook/questionnaire was given to clarify the research. Potential participants were given sufficient time (in this instance, 24 hours to a week) to read the information sheet and determine whether they wished to participate in the research. They had to sign an informed consent form before the interview to express their willingness to participate in the research, and this signature had to be verified before the interview. Potential participants were told that they had the opportunity to withdraw from the research at any time, including after signing the informed consent form. They were also asked for their permission to videotape or voice record the interview. Informed permission and a participant information sheet were provided in three languages: Tamil, Sinhala, and English are three different languages. Finally, the participants agreed to get involved in the research. Data collection can be carried out, and to ensure the project's success, video can be played to feel safe on their side.

Anonymity and Confidentiality

A few research projects in the history of social and medical science have severely harmed individuals and many more in which their well-being has not been safeguarded. Nations and research organizations have taken measures to prevent harmful and

invasive research. To return to the topic of privacy, the researcher should not depend only on the informant to detect potential intrusion but try to anticipate it ahead of time. Confidentiality does not always imply the absence of intrusion since anonymity is insufficient to safeguard a person's privacy or prevent the exposure of sensitive information. Investigators should avoid confidential information that is not linked to the study topic. Given the difficulties, it is suggested that further study be conducted to develop rigorous and transparent ethical procedures, norms, and regulations for qualitative investigations.

During the interview, I informed participation that this study's purpose and data protection and not disclosing the participants' names and identities throughout the data collection, analysis, and publication of the research results, anonymity and confidentiality were maintained. Furthermore, during telephone contact, the interview session, data processing, result distribution, confidentiality, and privacy of interviews have been maintained in-depth.

Telephone Communication

As previously stated, qualitative research is conducted in natural settings, necessitating close cooperation with other team members and direct supervision to address and resolve problems as they occur. As a result, developing practical methods and conveying them to researchers may help them do more insightful qualitative research (Sanjari, 2014). It is essential to highlight that such research should focus on improving people's lives, enhancing care delivery in all contexts and at all levels, and creating a foundation for Social Work free of ethical issues.

Since the eligible participants (employees at various levels in the public sector) were contacted by phone to determine whether they wanted to participate in the interview research, appropriate precautions were followed. In a few instances, the phone call was answered by a third party (Spouse/husband/mother/Staff). In this case, I kept the study's specifics hidden. Instead, I stated that the call was to follow up on information provided during the prior visit to the employee. I gave the individual my phone number and asked for a better time to call back.

Interview Session Implementation and Triangulation of the Environment

Various locations, settings, and other essential variables linked to the environment in which the research took places, such as the time, day, or season, are used in this kind of triangulation. The goal is to figure out whether environmental variables may impact the data collected throughout the research. These variables are adjusted to check whether the results are consistent across settings. Validity is demonstrated when the results stay consistent under different environmental circumstances (Guion, 2011). For example, imagine a researcher wishes to assess the efficacy of a money-Social Work program to see whether it helps participants create budgets and save more money. If the assessment takes place over the vacation/Holiday season, the findings may vary since spending is much higher at that time of year. To triangulate the data, a researcher would need to assess participants' budgeting, spending, and saving behaviors over a year to get accurate and reliable information on their behavior changes. Unlike the other kinds of triangulation, environmental triangulation

cannot be utilized in every situation. It is only utilized when there is a chance environmental variables will affect the results. According to a recent publication (Vivek & Nanthagopan, 2021), multi and mixed-method studies can help researchers identify and investigate unknown factors in social science fields in depth, increasing the validity and reliability of research studies.

All interviews have been done in a space with quiet space setting without outside access in the relevant Board Room or participant's home. Only I should link the participants' identities to their voice recordings.

Analysis of Data and Distribution of the Result

Data transcription was done in a private room using headphones to prevent the risk of recordings being heard by others. During data transcription, the individuals' identities, including their names and any other essential identification element, were deleted. In the verbatim quotations, the participants were referred to by their pseudonym names while presenting the study's results. Written permission or any other document containing the participants' personal information was stored in a locked cabinet with only me having access. According to the University of Stirling code of good research practice research governance guidelines; this personal information will be deleted. On the other hand, we are informed that their actual age would be utilized in reporting the results of the interview (Arifin, 2018).

The data were sent to another two researchers who are following the qualitative methods for agreeing on the interpretation and identity information of the participants was not shared with two researchers. The parties using the data were informed or revealed to all participants, and the university has overall responsibility for this publication scheme (Arifin, 2018). No personally identifiable information about participants will be published in any reports or publications resulting from this research.

Obstacles of a Cultural and Linguistic Nature

One of the essential duties of qualitative researchers is to reduce observational errors and seek accurate information. As a result, researchers must keep their investigation abilities up to date in terms of methodology and discover new methods to conduct better investigations in the fields of Social Work (Sanjari, 2014).

Researchers must be completely aware of the difficulties in their study and devise a strategy to overcome them since this may influence the research's timeliness. Since the beginning of this research, I have been aware that women in certain cultures may need permission from their institute body to participate. As a result, I gave eligible participants enough time to talk with their employees about their choice to join. The top-level strategic directors were either permitted to contact me, or I only contacted them with their consent in this instance. Although one top-level employee refused to participate, the rest of the participants discussed their choice to participate with their co-workers and were permitted to participate in the research. I was also aware that the interview session included three distinct cultures with three different native languages.

Given that Sinhala and Tamil are Sri Lankan's official languages, I believed that most Sri Lankan and top-level employees could communicate and express themselves well in their languages. Therefore, one of the inclusion criteria for this research was that

participants must speak in either Tamil/Sinhala or English. This was done to improve the clarity of communication between the researcher and the participants. Some of the participants also requested that their questions be answered in English. Six interviews with employees and three interviews with the strategic director were conducted. Other than Tamil/Sinhala and English versions, no other versions were built or used because of the lack of finance of the researcher and due to some personal reasons.

Managing and Handling Anxiety During an Interview

Researchers in qualitative studies have a lot of responsibilities and perform many diverse responsibilities. It is claimed that qualitative research delves deep into complex subjects may expose both participants and researchers to emotional and other dangers. There should be clear procedures for coping with distress so that all people engaged in the study may utilize them if required (Sanjari, 2014). Because forecasting what subjects are likely to cause discomfort is not always straightforward, researchers should get enough training in predicting stressful circumstances.

I must listen to and react to the participants' replies or speech while using the face-to-face semi-structured interview method. Unfortunately, my listening may inadvertently cause damage to the participants (Warren, 2002). For example, working with a public sector employee group of individuals, I knew that the participants could get anxious when sharing their emotions during the interview session. As a result, any employee who felt herself (or was thought to be by the director in charge or by myself) to be seriously depressed to the point that participation in the interview would exacerbate her condition was ruled out of the research. I diagnosed a person with depression after giving me 50% of the data in one instance. Still, he had not yet shared enough political sentiments with me, and I ignored those questions and avoided anxiety. Reflecting on the methods I employed throughout my study helped me realize that ethical problems in qualitative research are not as universal as they are depicted in the literature; instead, they may need certain changes during the research process.

A formal program for peer support was established, which includes the directory of researchers who participated; the gathering of activities to enhance their psychological strength through professional self-confidence should be made for researchers who conduct sensitive qualitative studies. Offering sufficient supervision to give chances for self-development and self-care and supporting the process of self-reflection and self-monitoring are examples of such methods (Sanjari, 2014). If the study subject or participants can be emotionally tricky, emotional distancing strategies should be explored and used. Before beginning field research work, proper preparation should be in place, and it should be crystal apparent how the research should be done and what degree of relationship building is required. Measures must also be made to ensure that self-disclosure levels, accurate displays of emotion during interviews, and end-of-relationship methods are clearly defined and conveyed.

Conclusion

This article argues that, although ethical concerns are essential in all types of research, they are more crucial in qualitative research, especially when disadvantaged participants are involved. The role of the researcher is to make sure that participants

possess the capability to decide whether to participate or whether not to participate in this study, to secure the sensitive and identity information through the processes of recruitment and dissemination, and for promote reporting the research with clear news and honest views which can support the readers to under it soundly. Social work studies are highly linked and follow ethics of practices and supporting practical insights to pursue their research process.

Recommendations

According to this article, when a researcher is going to join people from diverse cultures in the interview process, it is essential to enhance their awareness of the researcher on those cultures and enhance the awareness of the ways of building flexibility within the review process. In addition, when the researcher is going to interview a "vulnerable group of individuals," the researcher should be alert to the harms that can occur to such an interview group. By following those guidelines, the researcher can make sure that the ethical values or standard of the research is high and has avoided all harm to the outside people.

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ЕТИКА ЯКІСНОГО ДОСЛІДЖЕННЯ В СОЦІАЛЬНІЙ РОБОТІ: СИСТЕМАТИЧНИЙ ОГЛЯД

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Анотація. У більшості дослідницьких процесів люди мають важливе значення. Коли в дослідженні бере участь людина, головна особа, яка проводить дослідження, або особа, яка керує дослідженням, відповідає за захист прав цих учасників. Дотримуючись стандартних етичних принципів, дослідник може захистити права учасників дослідження. Добровільна участь та інформована згода, анонімність і конфіденційність, комунікація по телефону, впровадження сеансу та триангуляція середовища для інтерв'ю, аналіз даних і розповсюдження результатів, переешкоди культурного та мовного характеру, а також управління та вирішення тривоги під час співбесіди – це елементи, які розглядалися та аналізувалися в цьому документі. Це дослідження повністю базувалося на журнальних статтях та передбачає систематичний огляд літератури як метод. Крім того, коли дослідник приєднується до людей з різних культур у процесі інтерв'ю, важливо підвищити їхню обізнаність про ці підходи у дослідженні та створити гнучкість у процесі обговорення. Це дослідження робить внесок у соціальну науку. Це дослідження, пов'язане з соціальною роботою, щоб забезпечити ефективний процес збору даних для пошуку нових ідей.

Ключові слова: етика; якісне дослідження; інтерв'ю; дослідження; навколишнє середовище.

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